



SENIOR TRANSIT OPERATIONS COORDINATOR

Purpose:

To actively support and uphold the City's stated mission and values. To administer, monitor, and review service contracts with private transit providers for local fixed routes, downtown and neighborhood circulators; coordinate planning and development of fixed routes and circulators; determine capital and operating asset needs; develop bus and other transit specifications as required; and ensure contract compliance and superior customer service through routine system monitoring and inspection.

Supervision Received and Exercised:

Receives general direction from the Transit Administrator and other management staff.

Exercises functional supervision over lower-level professional, administrative, technical and/or field staff. Exercises direct supervision over assigned temporary staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Write, negotiate, administer, monitor and enforce service contracts with private transit providers for local fixed routes as well as downtown and neighborhood circulators; ensure contract compliance and superior customer service through routine system monitoring and analyses.
- Coordinate service and operational planning and development of fixed routes and circulators; determine capital and operating asset needs; prepare service implementation plans and cost estimates.
- Coordinate procurement and application – including the research and development of specifications – for buses and other transit applications such as fare collection system, vehicle management systems, automatic passenger counting system, and security camera system.
- Provide complex technical expertise and serve as project manager over professional consultants and transit service providers on a variety of transportation projects.

CITY OF TEMPE

Senior Transit Operations Coordinator (continued)

- Ensure the maintenance of buses and transit facilities such as shelters, transit fueling facilities and transit centers through contract oversight and administration.
- Assist with the research, preparation and presentation of transit system performance documents and studies including contractor performance, transit system performance, and demographic and ridership analysis.
- Coordinate, conduct and participate in meetings with contracted private sector companies, other public agencies and city departments to address transit related issues, needs and improvements.
- Coordinate and prepare operational sections of the city's required annual reports to the Federal Transit Administration's National Transit Database.
- Prepare a variety of internal reports and recommendations, and assist in the administration of a comprehensive transit/transportation planning program.
- Participate in and/or lead the planning and operational phases of transit and park-and-ride shuttle operations in approximately twenty annual city events of varying size and complexity. Exercise functional supervision over both city and contractor staff as needed.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible experience in the administration of a contracted or directly operated public or private sector transit system, transit operations, transportation planning, or a related field.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in transportation planning, municipal planning, public affairs/administration, or a related field.

Licenses/Certifications:

CITY OF TEMPE

Senior Transit Operations Coordinator (continued)

Possession of, or the ability to obtain at time, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 6588

Salary Range: 37

FLSA: Exempt